Sonus faber®

ARTISAN OF SOUND

DUETTO

STEREO WIRELESS SPEAKER

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FIRST TIME INSTALLATION

REGISTER YOUR PRODUCT

3-YEAR WARRANTY
Register your Duetto at sonusfaber.com to extend the product's warranty.

1 INFORMATION FOR USERS

Dear Customer,
We would like to thank and congratulate you for having chosen a Sonus faber loudspeaker system for listening to your favourite Music. These loudspeakers are designed to immediately meet our customers' highest expectations. As our aim is to ensure that you obtain the best possible listening experience, it is recommended to read this instruction manual carefully prior to installation. If you have any questions or doubts, please contact your retailer's technical staff, the official Sonus faber distributor for your country, or Sonus faber directly, by writing to customerservice@sonusfaber.com. Finally, we highly suggest registering online with the website www.sonusfaber.com in order to keep up to date on all the latest news, initiatives, and promotions offered by Sonus faber.

Enjoy your music!

2 WARRANTY AND AFTER SALES SUPPORT

These loudspeakers are designed and manufactured according to the highest quality standards. However, if a fault or malfunction should occur, all Sonus faber products are covered by a standard warranty covering material, technical, and manufacturing defects and/or any inconsistencies encountered for two (2) years from the date of purchase by the original buyer.
Please be aware that you can extend the warranty period by registering your product at https://www.sonusfaber.com/en/register-product/.
The complete Warranty Policy can be found at www.sonusfaber.com/warranty-policy. The following should also be kept in mind for your convenience:

1. The warranty on the loudspeakers covers any manufacturing defects;
2. Keep the receipt as proof of purchase to show to the retailer if necessary;
3. Keep the loudspeakers' original packaging so that they can be transported without suffering damage if they need to be shipped to an authorized service centre;
4. The loudspeakers must be accompanied by a description of the malfunction or defect encountered.

The product warranty will be void under the following conditions:

1. If the product has been disassembled or modified by anyone other than a Sonus faber authorized service centre;
2. If the product has been used in a manner that is not consistent with the indications contained within this manual.

3 SAFETY INFORMATION

Please read the Safety Instructions contained inside the packaging carefully.
UNPACKING

1. It is recommended to open the packaging as near as possible to the final location.
2. Use an appropriate tool to open the packaging. Do not insert the blade too deep to avoid damaging the contents.
3. Keep all the packaging elements for any future transport operations.
4. Do not wear watches, bracelets, rings, etc., in order to avoid scratching the loudspeakers and their finishes. The same precautions must be taken to protect the loudspeakers from any metal elements present on the clothing you are wearing, such as zippers, buttons, belt buckles, rivets, etc.
5. Check the contents of the packaging – see the Package contents section. If one or more of the items is missing, notify the retailer from which the product was purchased.
6. Do not touch the drivers during this operation.
7. Hold the loudspeaker securely with both hands in order to avoid dropping it. Depending on the weight of the loudspeaker, the indicated operations can be performed by two people for greater safety and convenience.
8. If using a dedicated stand, do not use it with any speaker system other than that for which it has been designed. Improper use of the stand can result in damage or personal injury.
9. The packaging materials can pollute the environment. These materials must not be disposed of as domestic waste, and must be brought to a waste collection and recycling centre.
10. Do not leave the packaging materials within the reach of children!
11. They could pose a risk of poisoning or suffocation if ingested.

4 PACKAGE CONTENTS

1. It is recommended to open the packaging as near as possible to the final location.
2. Speakers with removable fabric grilles
3. Remote Control
4. Literature
5. Protective covers
6. Power Cables

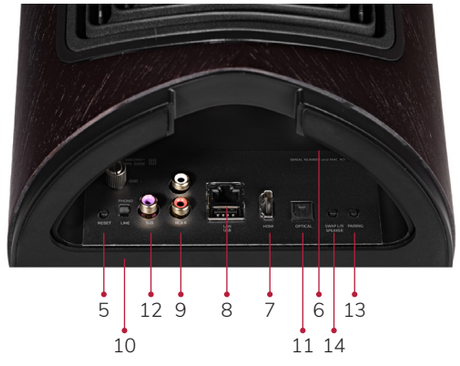
5 GETTING TO KNOW YOUR DUETTO

The Duetto system consists of two speakers. The Master unit with a Control Bar on top and an input panel on the bottom. The Satellite unit can be recognised by the Sf logo on the upper leather cover.

1. Control Bar – Used to turn Duetto on and off, by pressing and holding.
   a. Also used to play and pause the audio, by pressing a single time. It will display different colours depending on selected input - see the Understanding the LED Control Bar's colours section.
   b. Swipe left or right from the centre to switch source.
   c. Displays different colours depending on the selected input. For more information see the Understanding the LED Control Bar's colours section.
2. Volume Up – Used to manually increase the volume.
3. Volume Down – Used to manually decrease the volume.
4. LED Feedback Strips – Used to display the Duetto's status. See the Understanding the LED Strips' feedback section.

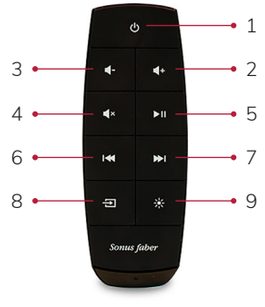
5. Reset Button – Used to reset the Duetto system.
   a. For more information on resetting the Duetto system, see the Restoring Duetto to its Factory Settings section.
6. Power Connection – Used to connect the supplied power cable to the electrical outlet.
7. HDMI Input – Used to connect Duetto to a device via HDMI.
   a. For more information on how to connect via HDMI, see the Playing audio using HDMI section.
8. Ethernet/ LAN Port – Used to connect Duetto to a network via a wired connection.
   a. For more information on how to connect via Ethernet, see the Wired Connection to your network section.
9. Analogue Input – Used to connect the Phono/ Line-In RCA cables.
   a. For more information on how to play audio through the Analogue Input, see the Playing audio using the Analogue Input section.
10. Analogue Selector – Used to switch between the Phono or Line-In inputs.
    a. For more information on how to play audio through the Analogue Input, see the Playing audio using the Analogue Input section.
11. Optical port – Used to connect Duetto to a TV or Game console via an Optical cable.
    a. For more information on how to play audio through the Optical Input, see the Connecting Duetto using an Optical cable section.

12. Sub output – Used to connect an external subwoofer to the Duetto speakers. The use of a subwoofer is optional.
    a. For more information on how to connect a subwoofer to Duetto, see the Connecting Duetto to a Subwoofer section.
13. Pairing button – Used to pair the Master and Satellite units (after a reset, for example) for synchronised playback.
    a. For more information on how to pair the units, see the No sound is emitted by the Satellite unit section.
14. Swap Left/Right – Used to change the Master unit's position from left to right, or vice versa. The Master unit is configured to be positioned on the right by default.
    a. For more information on how to switch the Master unit's position, see the section entitled I need to move the Master unit to the Left side.



6 GETTING TO KNOW THE DUETTO REMOTE

1. Power Button – Used to turn Duetto on and off.
2. Volume Up – Used to manually increase the volume.
3. Volume Down – Used to manually decrease the volume.
4. Mute – Used to mute Duetto.
   When Duetto is muted, the Control Bar will flash white.
5. Play / Pause – Used to play and pause the current audio.
6. Previous Track – Used to skip back through the current playlist.
7. Next Track – Used to skip forward through the current playlist.
8. Inputs – Used to switch between different audio input sources.
9. Brightness – Used to adjust the brightness of the LED Strips.

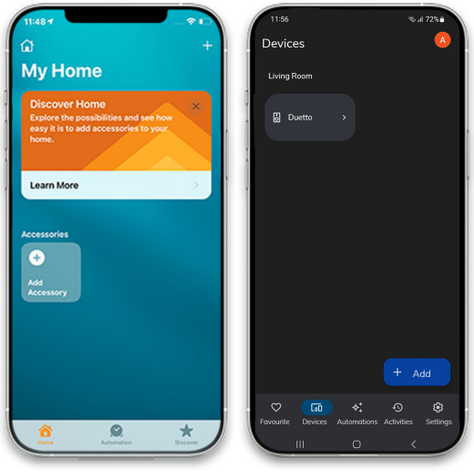


7 GETTING STARTED

1. Power on Duetto by connecting the power cables for the Master and Satellite units. Wait for the LED Strip animation and sound to be completed.

2. Pair the Master and Satellite units to synchronise playback. Press the pairing button on the Master input panel, then press the pairing button on the Satellite input panel within 30 seconds. The Master unit's central LED Strip will flash when the pairing is complete.

3. Duetto can be used without a Wi-Fi connection through the Bluetooth, HDMI, Optical, and/or Phono/Line-in inputs. For more information, see the Playing Audio sections.
4. If the Duetto is going to be used over a network (recommended), make sure that the router and any devices you wish to stream from are connected to the network.
5. Make sure you have updated or downloaded the Home app (for iOS devices) or the Google Home app (for Android™ devices). This app will be used to connect the device to Duetto.
   a. For more information, see the Duetto setup using the iOS Home app or Duetto setup using the Google Home app sections.
6. Remove the packaging and place the Duetto system on a flat, stable surface.
   a. For more information on positioning Duetto, see the Correct Duetto placement section.
7. Duetto is ready for Wi-Fi setup when the Control Bar begins to flash white.
   a. For IOS devices, refer to the Wi-Fi connection to your network (IOS) section.
   b. For Android devices, refer to the Wi-Fi connection to your network (Android) section.
   c. A confirmation sound will be emitted when Duetto is ready for use.
8. To control Duetto by remote control, point the remote at the Master unit.
9. To change inputs, press the Inputs button on the remote repeatedly until the Control Bar indicates the correct colour. See Understanding the LED Control Bar's colours section.
   a. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.



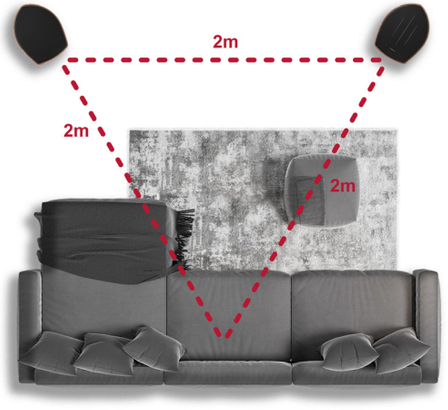
Available on the App Store

GET IT ON Google Play

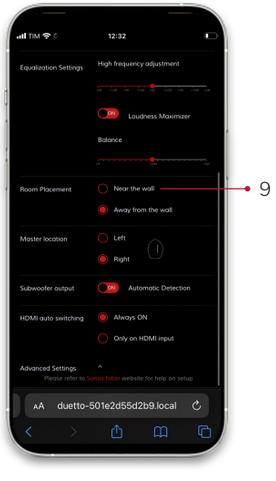
Home

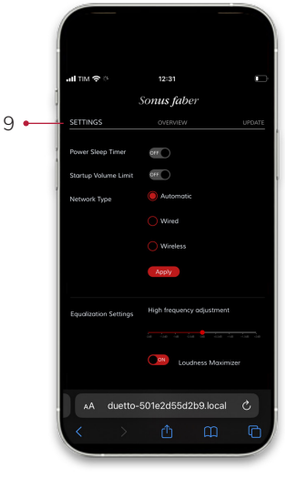
Google Home

8 CORRECT DUETTO PLACEMENT



1. Make sure the Duetto system is placed on a solid, level surface that's capable of sustaining its weight.
2. Do not place any objects on the top of the speakers.
3. The Duetto system must be placed on a clean, dry surface.
4. We recommend maintaining some air flow/circulation within the listening environment.
5. It is recommended to avoid placing the speakers close to windows where they could be exposed to direct sun light for an extended period of time.
6. Avoid placing too many objects between of the 2 speakers.
7. Make sure the Duetto system is within the range of your Wi-Fi network.
8. We recommend maintaining 50 cm of clearance on each side of the Duetto system, including the rear.
9. If you want to place the Duetto system closer to the walls, see the section entitled Duetto Setup via the Web-based setup page for selecting the “NEAR THE WALL” function.
   a. It’s recommended to maintain a distance of 10cm from the walls, even with the “NEAR THE WALL” option selected





10. By default, the Master unit is configured to be positioned on the Right side of the Satellite unit (which is on the Left side).
    a. If you wish to use the Master unit as Left hand speaker, see the section entitled I need to move Master unit to the Left side.
11. Recommended room dimensions for optimal stereo listening: 20m² to 60m².
12. The minimum recommended distance for speaker placement is 2m, with the loudspeakers’ axes converging toward the listening position.
    a. It is recommended to create an “equilateral triangle” configuration between speakers and listener in order to optimise the stereophonic image.
13. The distance between the Master and Satellite units should be no more than 8m.
14. The listening point should be at the height of the tweeter.
15. The layout of the listening environment and the loudspeakers’ positioning can affect the entire audio system’s performance. For example, a room with an irregular shape can improve the response within the listening environment, as this will limit the formation of any standing waves, while a room with a parallelepiped shape is potentially more suitable for generating balanced sound images.
16. Carpets and curtains have a positive effect on the acoustics of the environment, as they help absorb initial reflections and decrease reverberation.
17. Make sure cables are fed through the appropriate hole in the back, in order to avoid compromising the Duetto's stability.
18. Make sure Master unit is placed no more than 4m from the point where you would like to control the Duetto by remote control.
19. The passage of people or the presence of water between the Duetto units could compromise their wireless transmission.

9 DUETTO STAND

1. If using a dedicated stand, do not use it with any speaker system other than that for which it has been designed. Improper use of the stand can result in damage or personal injury.
2. When placing the speaker on the stand, be sure to tighten the screws completely and to place the speaker on a perfectly stable, solid, and level surface.
3. Unpack the contents making sure the following are present:
   - Stand
   - Screws
4. Plug all the connection cables and power cables into to Duetto unit's input panel before screwing it onto the stand. For more information about the inputs, see the Getting to know your Duetto section.
5. All the cables should pass through the inside of the stand. Feed the cables through.
6. Secure the Duetto's base to the stand by tightening the screws completely.
7. Make sure that the cables do not compromise the stand's stability.

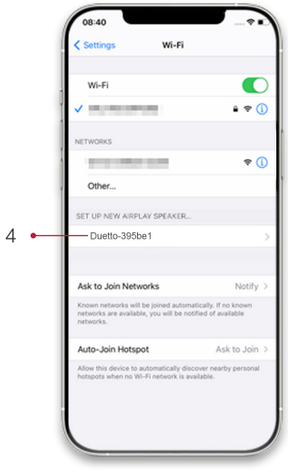
10 WIRED CONNECTION TO YOUR NETWORK

1. Please make sure that the router is connected and powered on before attempting to connect the Duetto.
2. We recommend that Duetto's power be turned off. Remove the power cable.
3. Locate the Ethernet / LAN Port on the back of Duetto and insert an Ethernet cable.
4. Plug the other end of the Ethernet cable into an available LAN port on the router.

5. Plug the power cable back in to the Duetto.
6. The Duetto system will automatically connect to the network.
7. The Duetto's LED strips will provide feedback once the system is connected. A sound will be emitted when the Duetto is ready for use.
   a. For more information, see the Understanding the LED strips' feedback section.

11 WI-FI CONNECTION TO YOUR NETWORK (IOS)

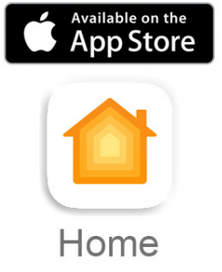
1. With the Duetto powered on, wait for the Control Bar to flash white. This happens when the system is first powered on, after the Duetto has played its "ready" sound. If the Control Bar is displaying a different colour, press the Inputs button on the remote repeatedly until the it turns white.
   a. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.
   b. If it is not flashing, perform a Factory rest. See the Restoring Duetto to its factory settings section.
2. For native iOS setup, select Settings, then Wi-Fi settings.
3. Make sure Wi-Fi is enabled.
4. Under the Set Up New AirPlay Speaker heading, select Duetto.

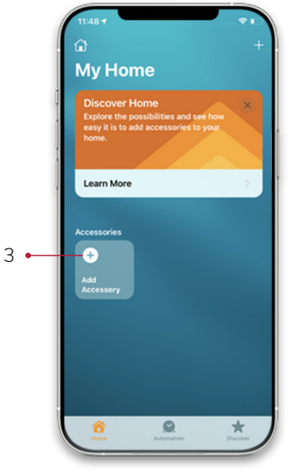


5. Choose the desired Wi-Fi network.
6. Select Next.
7. At this point the Duetto will connect to the Wi-Fi network. Select Done.
8. The Duetto's LED strips will provide feedback once the system is connected.
   a. For more information, see the Understanding the LED Strips' feedback section.

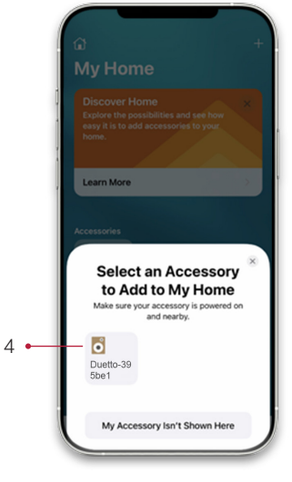
12 DUETTO SETUP USING THE IOS HOME APP

1. With the Duetto powered on, wait for the Control Bar to flash white. This happens when the system is first powered on, after the Duetto has played its "ready" sound. If the Control Bar is displaying a different colour, press the Inputs button on the remote repeatedly until the it turns white.
   a. You can also select the desired input by swiping left or right on the Control Bar. See the Can the input be changed without the remote? section for more information
   b. If it is not flashing, perform a Factory rest. See the Restoring Duetto to its factory settings section.
2. Open the HOME app on your iOS device.
3. Select Add Accessory.





4. Select I Don't Have a Code or Cannot Scan.



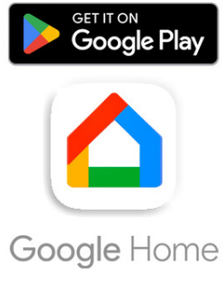
5. Select Duetto.
6. At his point your iOS device will connect to the Duetto.
7. Choose the Duetto's location (e.g. Living Room).
8. Select Continue.
9. Choose whether to give your Duetto a custom name.
10. Select Continue.
11. The Duetto has been added to My Home.
12. The Duetto's LED strips will provide feedback once the system is connected.
    a. For more information, see the Understanding the LED Strips' Feedback section.

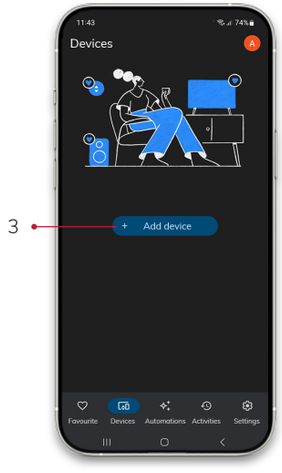
13 WI-FI CONNECTION TO YOUR NETWORK (ANDROID)

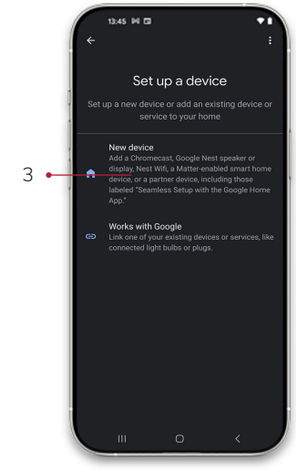
1. With the Duetto powered on, wait for the Control Bar to flash white. This happens when the system is first powered on, after the Duetto has played its "ready" sound.
2. In order to set up the Duetto on an Android smart device, you will need to use the Google Home app. See the Duetto Setup using the Google Home app section, or the Duetto Setup Via the Web-Based Setup Page section.

14 DUETTO SETUP USING THE GOOGLE HOME APP

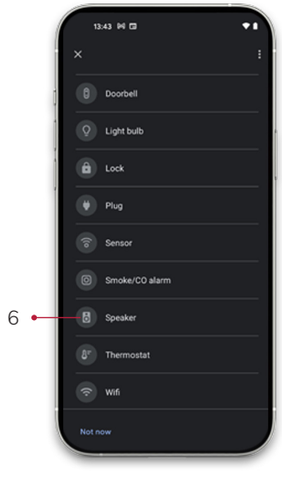
1. With the Duetto powered on, wait for the Control Bar to flash white. This happens when the system is first powered on, after the Duetto has played its "ready" sound. If the Control Bar is displaying a different colour, press the Inputs button on the remote repeatedly until the it turns white.
   a. You can also select the desired input by swiping left or right on the Control Bar. See the Can the input be changed without the remote? section for more information
   b. If it is not flashing, perform a Factory rest. See the Restoring Duetto to its factory settings section.
2. Select the Google Home app.
3. Select the Plus icon.





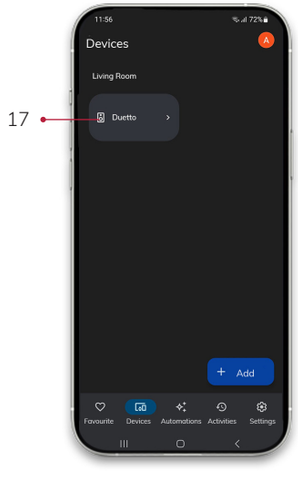


4. Choose the desired home, and then select Next.
5. At this point the Google Home app will scan for available devices.
6. Choose Speaker.



7. Select Yes.
8. Select Connect.
9. At this point the app will connect to the Duetto.
10. If you heard the Duetto emit a sound, select Yes.
11. Choose a room for reference (E.g. Living Room).
12. Select Next.
13. Select the desired Wi-Fi network and select Next.

14. Enter the Wi-Fi password and select Connect.
15. The Duetto's LED strips will provide feedback once the system is connected.
    a. For more information, see the Understanding the LED Strips' Feedback section
16. Select Next.
17. Select the new speaker (E.g. Living Room speaker) to control the Duetto.

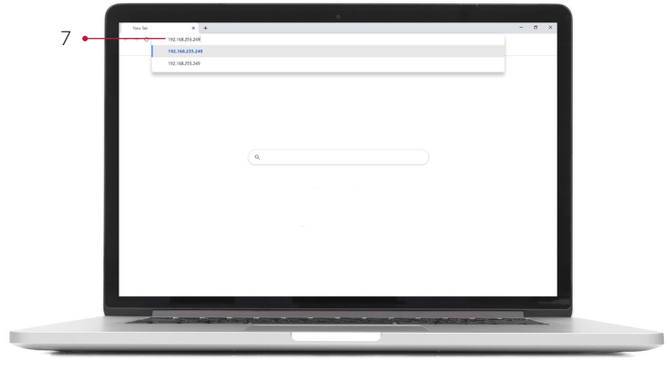


18. To set up and connect multiple Duetto devices, see the Playing Audio on multiple Duetto devices (Google Home) section.

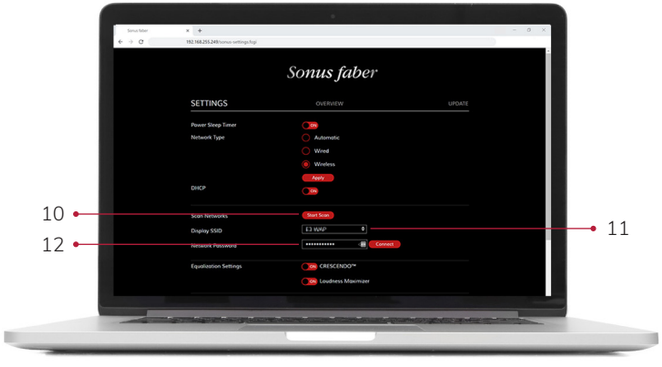
15 DUETTO SETUP VIA THE WEB-BASED SETUP PAGE

1. Press and hold the Control Bar to turn the Duetto on.
2. Allow the Duetto time to boot up and create its own access point (3 to 5 minutes).
3. With the Duetto powered on, wait for the Control Bar to flash white. This happens when the system is first powered on, after the Duetto has played its "ready" sound. If the Control Bar is displaying a different colour, press the Inputs button on the remote repeatedly until the it turns white.
   a. You can also select the desired input by swiping left or right on the Control Bar. See the Can the input be changed without the remote? section for more information
   b. If it is not flashing, perform a Factory rest. See the Restoring Duetto to its factory settings section.
4. On a device connected to your network, select network settings.
5. Select the Duetto network. It will appear as Duetto-xxxxxx (where xxxxxx is a unique string associated with your product).

6. Select Connect. You will be connected to the Duetto.
7. Open an internet browser, enter 192.168.255.249 in the URL bar, and press Enter.



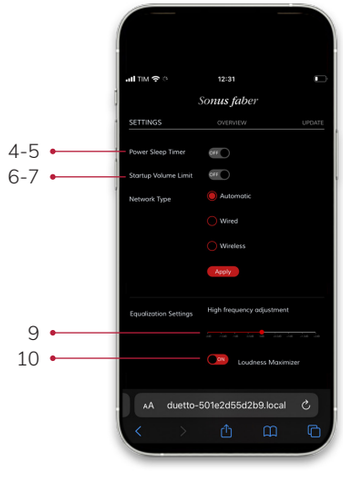
8. This will open the Duetto web-based setup page. Select Settings.
9. To connect the Duetto via Wi-Fi, select Wireless.
10. Select Start Scan.
11. Select the desired Wi-Fi network from the drop down menu.
12. Enter the password and select OK.
13. The Duetto is now set up and ready for use. Select OK.
14. Once the Duetto system is connected to your network, you can use the QR code in the Duetto Warranty booklet to access the permanent web-based setup page. Scan the QR code with your device's camera to access the page automatically. Save the link for future access.
    a. For more information about other functions available through the Web page, see the Duetto set up via the Web-based setup page section.



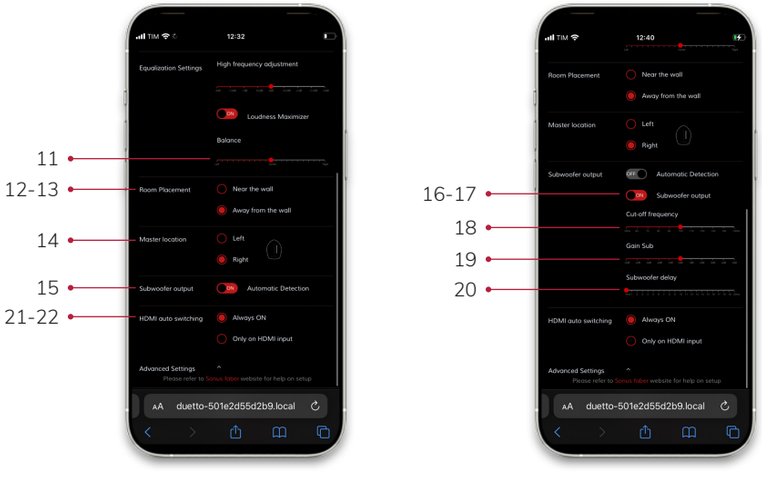
16 DUETTO SET UP VIA THE WEB-BASED SETUP PAGE

1. Your Duetto device must first be connected to your network before it can be up via the web-based setup page.
   a. For more information see the Setup sections in this guide.
2. Using the desired camera app on your smart device, scan the QR code in the Duetto Warranty booklet and follow the link generated. You will be forwarded to the web-based setup page.
   a. For the setup procedure without the QR code, see the My QR code is not working heading in the Troubleshooting & FAQ's section.

3. To configure the Duetto, select SETTINGS.
4. **Power Sleep Timer OFF** — If set to OFF, the Duetto will go into standby after 20 minutes, but remain connected to the network.
5. **Power Sleep Timer ON** — If set to ON, the Duetto will go into standby after 20 minutes, and, after 40 minutes, will drop the network connection and go into lower power mode (0.5W).
6. **Startup Volume Limit OFF** — If set to OFF, the Duetto will startup at the playback volume last set.
7. **Startup Volume Limit ON** — When set to ON, this setting will be triggered if the volume is above 30% when the Duetto goes into standby mode. The next time the Duetto starts up the volume will be set to 30%.
8. **Network Type** — Choose the desired option to tell Duetto how you would like to connect to the network.
9. **Equalization Settings — High frequency adjustment** — A slider allows the user to adjust the gain for the high frequency playback from -2dB to +2dB
10. **Equalization Settings — Loudness Maximizer** — If set to ON, the Duetto will boost the bass at low volume levels.

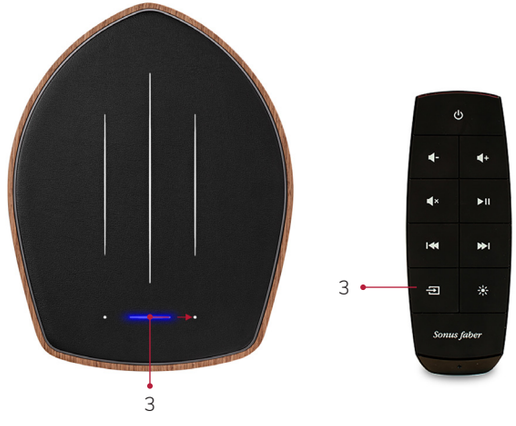


11. **Equalization Settings — Balance** — A slider allows the user to pan the sound towards either the Left or the Right speaker
12. **Room placement** — If set to **Near the wall**, the Duetto will reduce the bass boost applied to the playback.
13. **Room Placement** — If set to **Away from the wall**, the Duetto will play using normal bass boost levels.
14. **Master location** – Sets the Master unit's location as either the Right or Left speaker – the Right or Left light strip will flash to indicate the Master unit location selected by the user.
15. **Subwoofer output – Automatic Detection ON** – The Duetto will automatically detect whether a subwoofer is connected to it.
    a. If there is no subwoofer connected, the Duetto will playback all the low frequency content.
    b. If a subwoofer is connected, the Duetto's playback will be filtered accordingly, based on the 3 additional parameter settings shown below on the web page.
16. **Subwoofer output – ON** – This setting tells the Duetto that a subwoofer will play the low frequency content
    a. This means that, even if there is no subwoofer connected, the Duetto will be filtered accordingly, based on the 3 additional parameter settings shown below on the web page.
17. **Subwoofer output – OFF** – The Duetto will play all the low frequency content.
18. **Subwoofer output – Cut off frequency** – this setting determines the frequency level at which the Duetto unit ceases playback and the subwoofer takes over playback.
19. **Subwoofer output – Gain sub** – adjusts the subwoofer's output level from -5dB to +5dB
20. **Subwoofer output – Subwoofer delay** – this setting adjusts the delay caused by the difference in distance between the subwoofer, the Duetto, and the listener. Each increment selected will cause the Subwoofer to respond 1ms earlier, in order to obtain coherent and uniform playback from all 3 speakers.
21. **HDMI auto switching** — If set to **Always ON**, the Duetto will be automatically powered on and set to the HDMI input whenever the source device is powered on.
22. **HDMI auto switching** — If set to **Only on HDMI input**, the Duetto will only switch to HDMI input automatically if this was the last input selected.

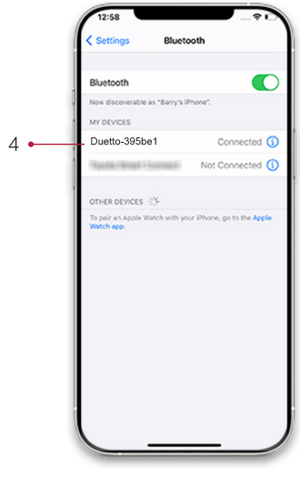


17 PAIRING DUETTO WITH A BLUETOOTH DEVICE

1. Duetto can stream hi-res audio over Bluetooth thanks to its built-in AptX HD technology.
2. Make sure that Bluetooth is enabled on the smart device you want to pair.
3. Press the Inputs button on the remote control repeatedly until the Control Bar flashes Blue, indicating that Bluetooth has been selected as the audio source.
   a. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.



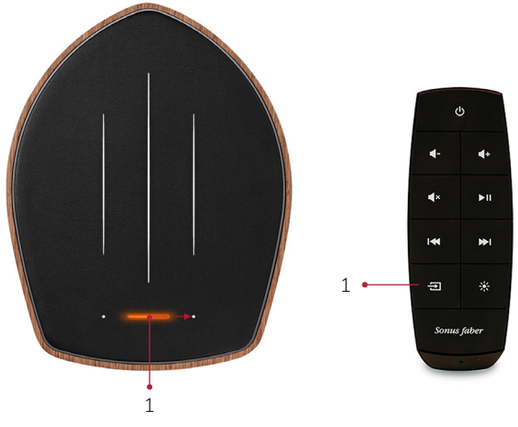
4. Select Duetto from the list of available Bluetooth devices.



5. Your smart device will be paired with the Duetto. Once paired, the Control Bar stops flashing blue.
6. Playback can now be controlled from the connected device or from the Duetto remote.

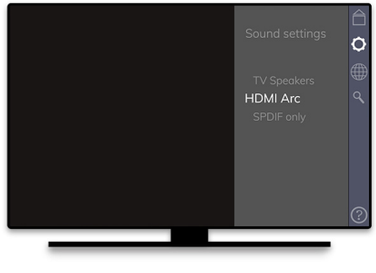
18 CONNECTING DUETTO TO A TV USING AN HDMI CABLE

1. Press the Inputs button on the remote control repeatedly until the Control Bar turns orange, indicating that HDMI has been selected as the audio source.
   a. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.



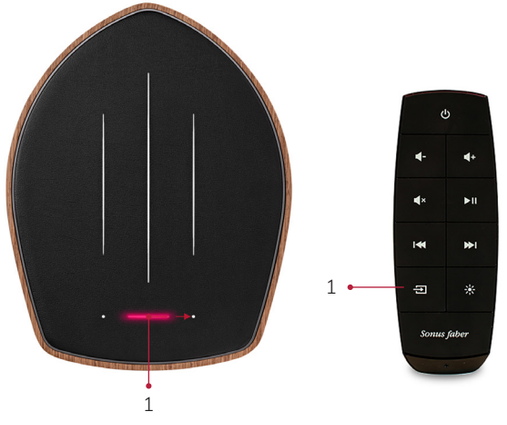
2. Locate the **HDMI** port on the back of the Duetto device.
3. Insert the **HDMI cable** into the **HDMI** port.

4. Insert the other end of the **HDMI cable** into the **HDMI Arc** socket on the TV.
5. If no sound is emitted from the TV, make sure that HDMI Arc has been selected as the output setting.
6. Press **Vol+/Vol-** on the **Remote control** or press the **+/-** button on the Duetto control pad to adjust the volume.
7. If there is no sound, the **PCM signal output** on the output source (TV, DVD, etc.) may need to activated. For more help see the HDMI troubleshooting section.



19 CONNECTING DUETTO USING AN OPTICAL CABLE

1. Press the Inputs button on the remote control repeatedly until the Control Bar turns magenta, indicating that Optical has been selected as the audio source.
   a. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.



2. Locate the Optical port on the back of the Duetto.
3. Insert the Optical cable into the Optical port.

4. Insert the other end of the Optical cable into the Optical Audio out socket on the source (TV, DVD player, etc.).
5. If there is no sound, check the audio settings on the source and make sure the audio output is set to Digital out.
6. Press Vol+/Vol- on the Remote control or +/- button on the Duetto control pad to adjust the volume.

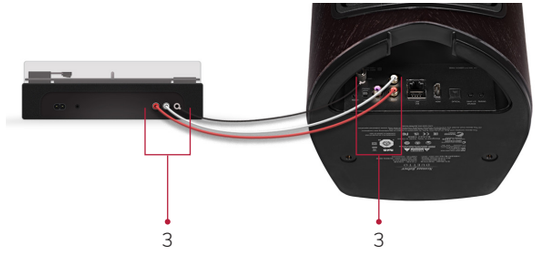
20 CONNECTING DUETTO TO A SUBWOOFER

1. Duetto allows for the possibility of adding an external subwoofer to the system.
2. To do so, connect the subwoofer LFE's input to the Duetto Master unit's "Sub Out" connector using an RCA cable.

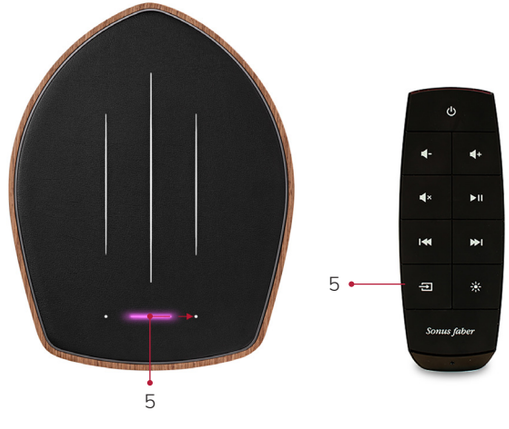
3. The subwoofer will be automatically detected and enabled on the system. Gain, cut-off frequency, and delay sliders are available on the Duetto's web page to fine-tune the system based on the speakers' placement and the listening environment.
   a. For optimal performance with your subwoofer, see the Duetto setup via the Web-based setup page section.

21 CONNECTING DUETTO TO A TURNTABLE

1. Locate the Analogue port on the back of the Duetto device.
2. Make sure the Analogue selector is set to Phono.
   a. Use Phono for a turntable, use Line-In for all other analogue input types.
3. Connect the RCA cables from the back of your turntable to the Duetto's input panel.
   a. Make sure the turntable uses a phono cartridge that's compatible with the Duetto system. For more information, see the Turntable troubleshooting section.



4. Be sure to ground the Duetto using a suitable phono grounding connection.
5. Press the Inputs button on the remote control repeatedly until the Control Bar turns Pink, indicating that Analogue has been selected as the audio source.
   a. You can also select the input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.
6. Press Vol+/Vol- on the top of Duetto or press the +/- button on the remote to adjust the volume.



22 STANDBY POWER MODE

1. Press and hold the Control Bar for 5 seconds to place the Duetto in standby mode.

2. When the Duetto is in standby mode, all the lights and features are off, but the Control Bar will remain on to indicate that the system is still receiving power.
3. Press and hold the Control Bar to turn the Duetto on.
4. The 3 LED Feedback Strips will perform an animation while the Duetto system is loading, and will stop once it is ready.
5. To power the system off completely, unplug the power cable: the Control Bar will turn off.

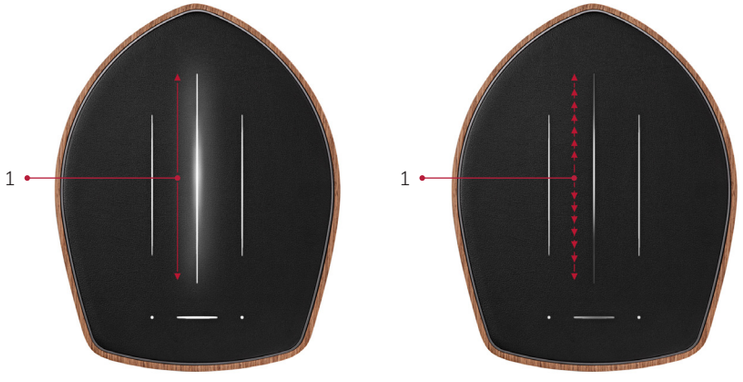
23 UNDERSTANDING THE LED CONTROL BAR'S COLOURS

1. When changing the Duetto's input source, the Control Bar will change colours to indicate the input source currently selected.
2. Blue – Playback via Bluetooth.
3. Orange – Playback via HDMI.
4. Pink – Playback via the Line-in/Phono connection.
5. Magenta - Playback via Optical
6. Streaming platform - When streaming is selected, the Control Bar will be white. Once connected to the desired streaming platform, the Control Bar will change to the specific colour for that platform.
   a. White - Playback via AirPlay.
   b. Yellow – Playback via Chromecast built-in™.
   c. Green – Playback via Spotify Connect.
   d. Purple – Playback via Roon.
   e. Light Blue – Playback via Tidal.
7. Red – Warning/ Error. Please see the, I have a Red Control Bar section in the troubleshooting section.
8. For more information on streaming from specific platforms, see the Playing Music section of this guide.

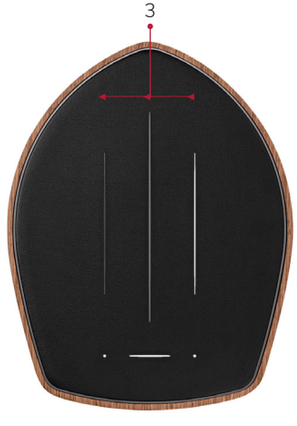
- Bluetooth
- HDMI
- Optical
- Line/Phono
- AirPlay
- Chromecast built-in ™.
- Spotify
- Tidal
- Roon

24 UNDERSTANDING THE LED STRIPS' FEEDBACK

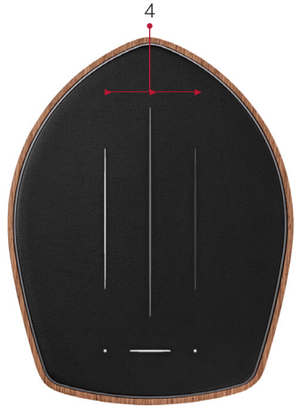
1. Network successfully connected: central strip animation, rising from the centre.



2. Volume level: central strip will display the volume level when it changes.
3. Update status: Leftward animation across the 3 strips while downloading, followed by rising animation to indicate installation progress.

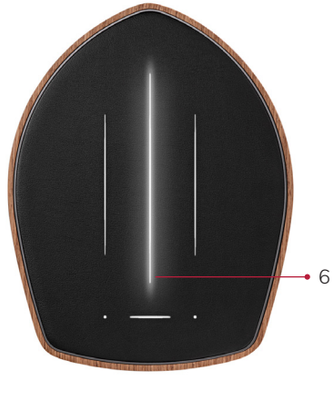


4. Reset: Rightward animation across the 3 strips.



5. Mute: Strips Off and Control Bar and Volume buttons flashing.

6. Master and Satellite units successfully paired: Central Strip flash.

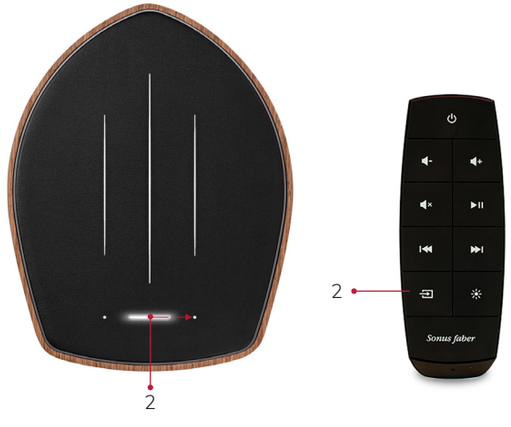


7. Standby: Strips Off and Control Bar on dim.

PLAYING MUSIC

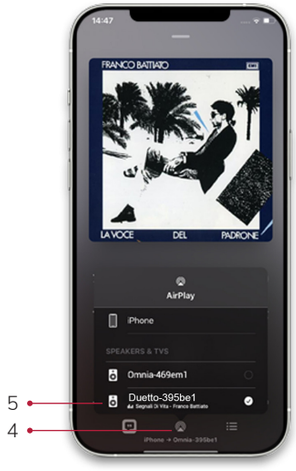
25 PLAYING AUDIO FROM A IOS DEVICE WITH AIRPLAY

1. Before attempting to stream music, make sure the Duetto is connected to the Wi-Fi network.
   a. If it is not, see the Wi-Fi connection to your network (IOS) section, or the other sections of this guide regarding Wi-Fi connection.
2. Make sure the Control Bar is white (not flashing).
   a. If it is flashing, this means that it is not connected to the Wi-Fi network. See the Network troubleshooting section.
   b. If it is displaying another colour, press the Inputs button on the remote repeatedly until the Control Bar displays the correct colour. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.



3. Select the music to play from your desired streaming platform.

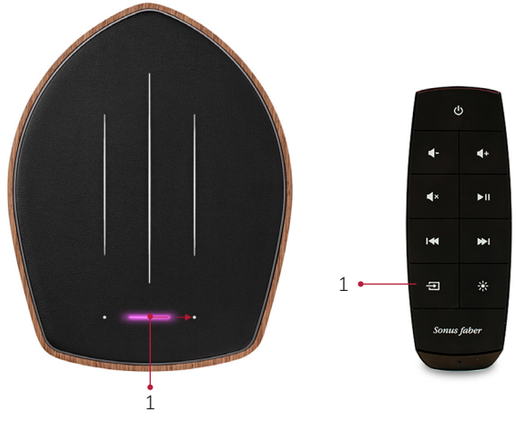
4. Select the AirPlay icon.
5. A list of available devices will be displayed. Select Duetto.



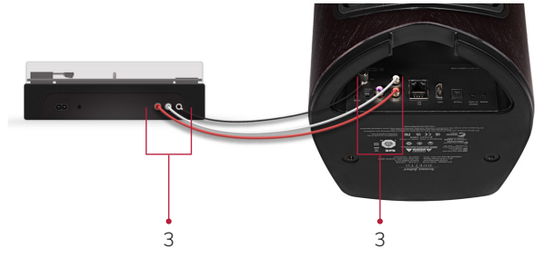
6. Your device will now be connected to the Duetto via Airplay.
7. At this point the iOS device's playback and volume can be controlled using the Duetto remote.

26 PLAYING AUDIO USING THE ANALOGUE INPUT (PHONO / LINE-IN) AND HOW TO CHANGE IT

1. Press the Inputs button on the remote control repeatedly until the Control Bar turns Pink, indicating that Analogue has been selected as the audio source.
   a. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.



2. Make sure the desired option has been selected on the Analogue selector (E.g. Phono).
   a. Use Phono for a turntable, use Line-In for all other analogue input types.
3. Connect the RCA cables from the back of your turntable to the Duetto's input panel. Make sure the turntable uses a phono cartridge that's compatible with the Duetto system. For more information, see the Turntable troubleshooting section.

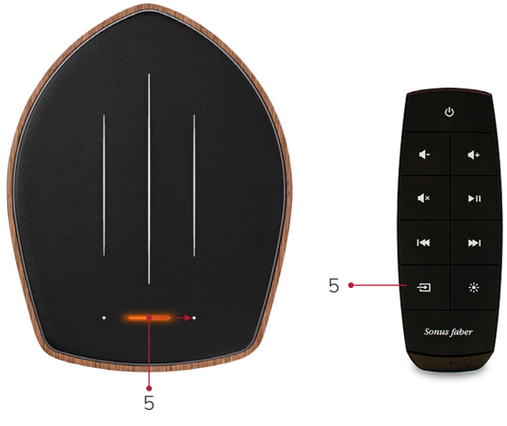


4. Be sure to ground the Duetto using a suitable phono grounding connection.
5. The Duetto will begin playing from the analogue input. The volume can now be adjusted using the volume buttons on the Duetto and the remote control.

27 PLAYING AUDIO USING HDMI

1. We recommend switching off the device to be connected before attempting to connect it via HDMI.
2. To play audio via HDMI, locate the HDMI port at the rear of the Duetto device and connect an HDMI cable.
3. Connect the other end of the HDMI cable to a compatible device, such as a TV.

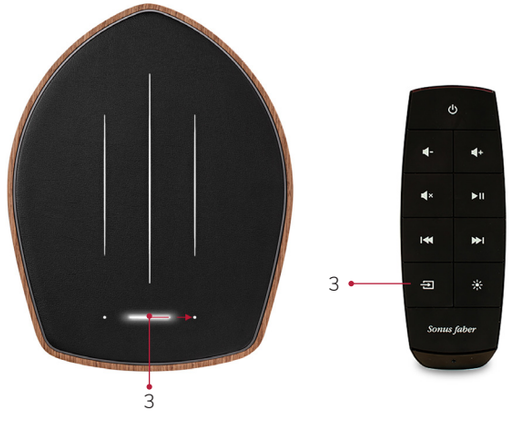
4. Turn on the HDMI connected device.
5. To select HDMI as the audio source, press the Inputs button on the remote control repeatedly until the Control Bar turns Orange.
   a. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.



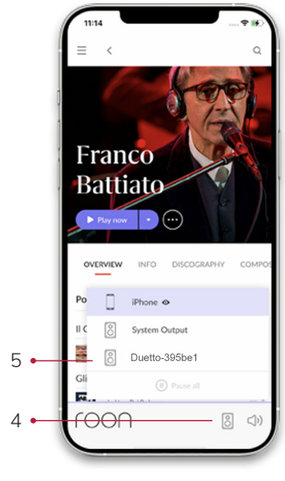
6. The Duetto can be configured to automatically switch to the HDMI input when the connected device (E.g. a TV) is powered on.
   a. For more information, see the Duetto configuration via the Web based setup page section.

28 PLAYING AUDIO VIA ROON READY

1. Before using this function, it is necessary to have a functional Roon installation already set up.
   a. For more information or to set up Roon, go to https://roonlabs.com/
2. Before attempting to stream music, make sure the Duetto is connected to the Wi-Fi network.
   a. If it is not, see the Wi-Fi connection to your network (IOS) section, or the other sections of this guide regarding Wi-Fi connection
3. Make sure the Control Bar is white (not flashing).
   a. If it is flashing, this means that it is not connected to the Wi-Fi network. See the Network troubleshooting section.
   b. If it is displaying another colour, press the Inputs button on the remote repeatedly until the Control Bar displays the correct colour. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.



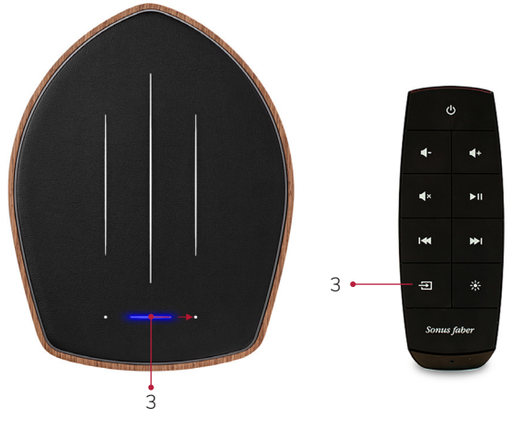
4. Enable your Duetto device under the Roon Ready speaker list in the Audio section of the Roon settings. Afterwards, when playing a song via the Roon app, tap on the Available Devices icon.
5. A list of available devices will be displayed. Select Duetto. The Duetto device may be displayed under the name you assigned to it during the Duetto setup process.



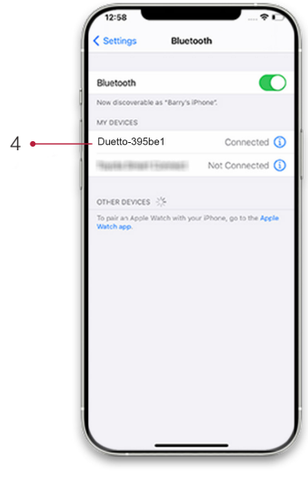
6. Once connected, the Duetto icon will be shown at the bottom of the screen.
7. Your Duetto will now stream the music from Roon. The Control Bar will turn Purple to indicate the source of the audio.

29 PLAYING AUDIO WITH BLUETOOTH

1. Press the Inputs button on the remote control repeatedly until the Control Bar turns Blue, indicating that Bluetooth has been selected as the audio source
   a. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.
2. Make sure that Bluetooth is enabled on the smart device you want to pair.
3. Select Duetto from the list of available Bluetooth devices.



4. Your smart device will be paired with the Duetto. At this point the Control Bar will stop flashing, indicating that pairing has been completed successfully. Once paired, select the music to be played from your desired streaming platform.



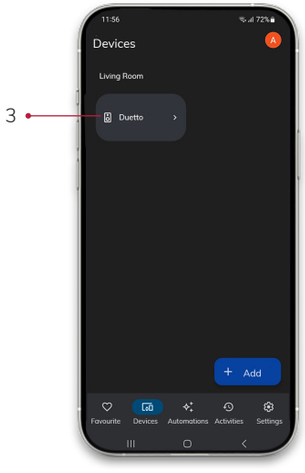
5. At this point, the Duetto device will play any audio from your device.
6. See the Bluetooth Troubleshooting section for any issues encountered.

30 PLAYING AUDIO WITH GOOGLE HOME

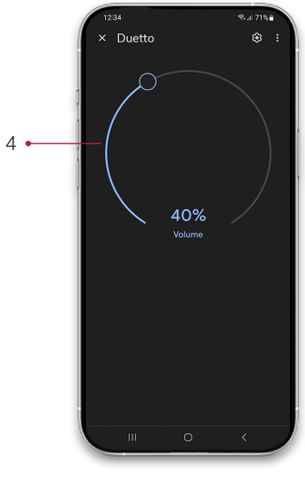
1. Before attempting to stream music, make sure the Duetto is connected to the Wi-Fi network.
   a. If it is not, see the Wi-Fi connection to your network (IOS) section, or the other sections of this guide regarding Wi-Fi connection
2. Make sure the Control Bar is white (not flashing).
   a. If it is flashing, this means that it is not connected to the Wi-Fi network. See the Network troubleshooting section.
   b. If it is displaying another colour, press the Inputs button on the remote repeatedly until the Control Bar displays the correct colour. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.
3. From Google Home, select Duetto.
   a. If your Duetto device is not displayed, or you have not setup Google Home, please see the Duetto Setup using the Google Home app section.

GET IT ON Google Play

Google Home



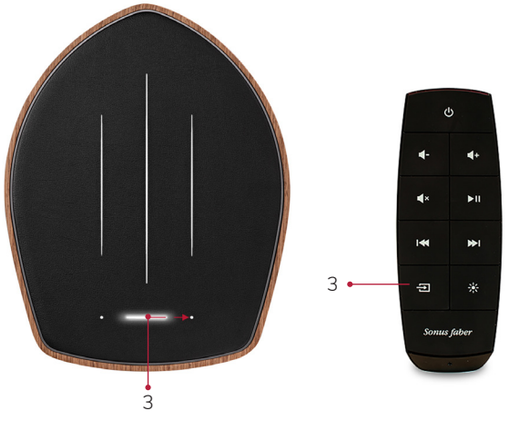
4. Use the on-screen options (e.g. volume) to change the Duetto device's output.



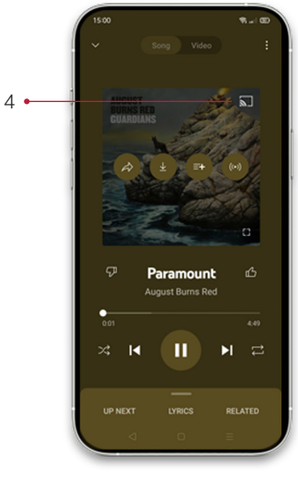
5. If using a Google Nest device on your network, such as a Nest Audio device, you will be able to control the Duetto using voice commands.
6. To stream, see the Playing audio with Chromecast built-in™ section.

31 PLAYING AUDIO WITH CHROMECAST BUILT-IN™

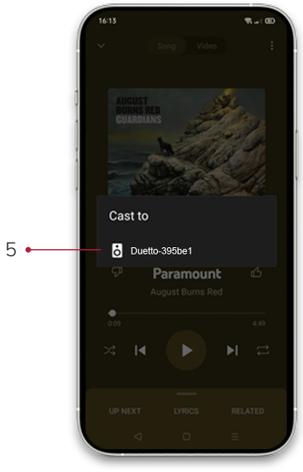
1. Before casting, it is necessary to set up the Duetto device on the Google Home app.
   a. For more information, see the Duetto setup using the Google Home app section.
2. Before attempting to stream music, make sure the Duetto is connected to the Wi-Fi network.
   a. If it is not, see the Wi-Fi connection to your network (IOS) section, or the other sections of this guide regarding Wi-Fi connection.
3. Make sure the Control Bar is white (not flashing).
   a. If it is flashing, this means that it is not connected to the Wi-Fi network. See the Network troubleshooting section.
   b. If it is displaying another colour, press the Inputs button on the remote repeatedly until the Control Bar displays the correct colour. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.



4. Select the audio to be played in the desired app and tap the Chromecast built-in icon.



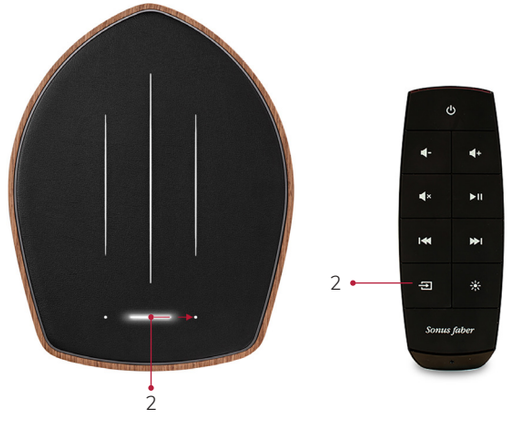
5. Select the Duetto device, which may also be listed under the name you assigned it during the Google Home setup process.



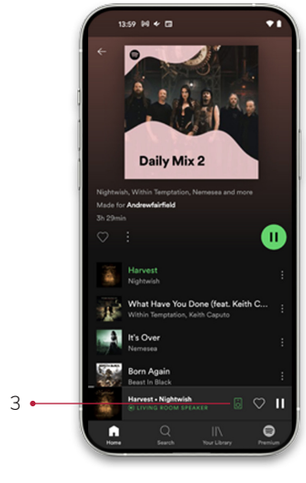
6. Your selected audio will be cast to the Duetto device.
7. The Control Bar will turn Yellow, indicating the audio source.

32 PLAYING AUDIO WITH SPOTIFY CONNECT

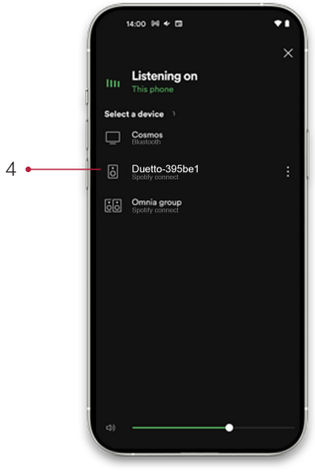
1. Before attempting to stream music, make sure the Duetto is connected to the Wi-Fi network.
   a. If it is not, see the Wi-Fi connection to your network (IOS) section, or the other sections of this guide regarding Wi-Fi connection.
2. Make sure the Control Bar is white (not flashing).
   a. If it is flashing, this means that it is not connected to the Wi-Fi network. See the Network troubleshooting section.
   b. If it is displaying another colour, press the Inputs button on the remote repeatedly until the Control Bar displays the correct colour. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.



3. When playing music in Spotify, select the Available Devices icon.



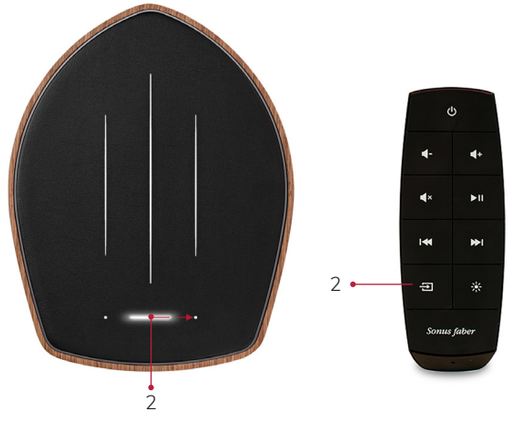
4. A list of available devices will be displayed. Select Duetto.
   a. The Duetto device may be displayed under the name you assigned to it during the Google Home or iOS Home setup process.



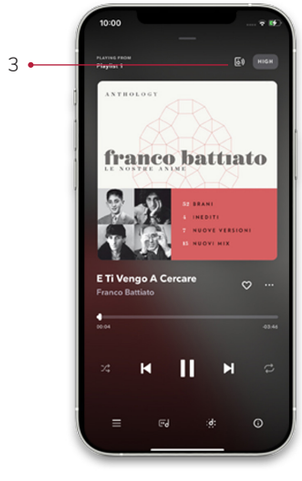
5. Once connected, the Duetto will be shown in green at the bottom of the screen.
6. Your Duetto device will now stream the music from Spotify. The Control Bar will turn Green, indicating the audio source.

33 PLAYING AUDIO WITH TIDAL CONNECT

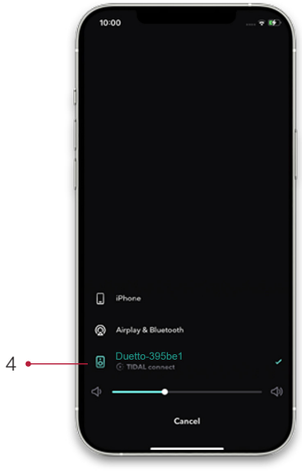
1. Before attempting to stream music, make sure the Duetto is connected to the Wi-Fi network.
   a. If it is not, see the Wi-Fi connection to your network (IOS) section, or the other sections of this guide regarding Wi-Fi connection.
2. Make sure the Control Bar is white (not flashing).
   a. If it is flashing, this means that it is not connected to the Wi-Fi network. See the Network troubleshooting section.
   b. If it is displaying another colour, press the Inputs button on the remote repeatedly until the Control Bar displays the correct colour. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.



3. When playing music in TIDAL, select the Available Devices icon.



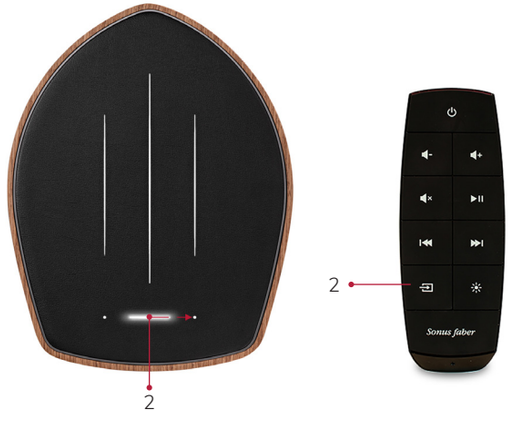
4. Select Duetto.



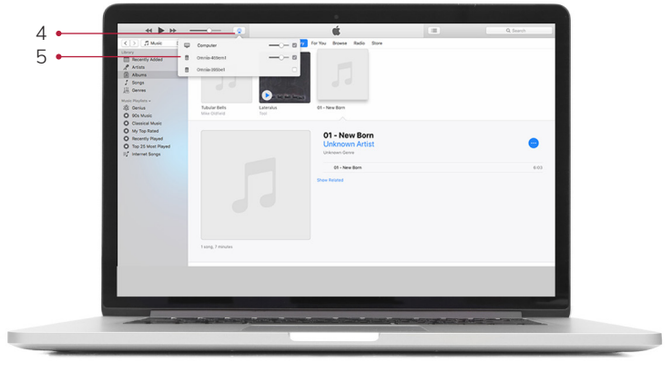
5. Once connected, the Duetto will be displayed on the screen and will begin to stream from TIDAL.
6. The Control Bar will turn Light Blue, indicating the audio source.

34 PLAYING MUSIC USING ITUNES WITH AIRPLAY

1. Before attempting to stream music, make sure the Duetto is connected to the Wi-Fi network.
   a. If it is not, see the Wi-Fi connection to your network (IOS) section, or the other sections of this guide regarding Wi-Fi connection.
2. Make sure the Control Bar is white (not flashing).
   a. If it is flashing, this means that it is not connected to the Wi-Fi network. See the Network troubleshooting section.
   b. If it is displaying another colour, press the Inputs button on the remote repeatedly until the Control Bar displays the correct colour. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.



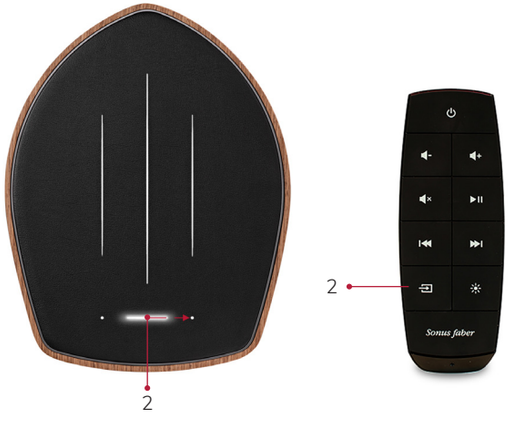
3. Open iTunes.
4. Select the AirPlay icon.
5. Select Duetto. You can select more than one device to connect to via AirPlay.



6. The AirPlay icon will turn blue to indicate that music is being streamed to the Duetto device.
7. The Duetto's volume levels can be controlled independently via AirPlay2, using the sliders.
8. The LED Control Bar will turn White, indicating the input audio source.

35 PLAYING TO MULTIPLE DUETTO DEVICES (GOOGLE HOME)

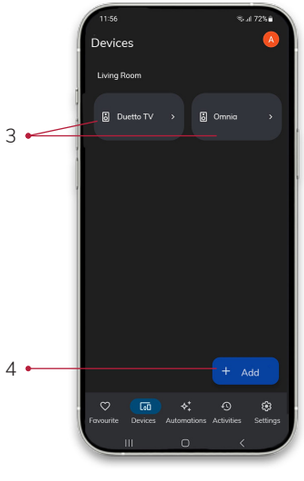
1. Before attempting to stream music, make sure the Duetto is connected to the Wi-Fi network.
   a. If it is not, see the Wi-Fi connection to your network (IOS) section, or the other sections of this guide regarding Wi-Fi connection.
2. Make sure the Control Bar is white (not flashing).
   a. If it is flashing, this means that it is not connected to the Wi-Fi network. See the Network troubleshooting section.
   b. If it is displaying another colour, press the Inputs button on the remote repeatedly until the Control Bar displays the correct colour. You can also select the desired input by swiping left or right on the Control Bar. See the Can the input be changed without the remote? section for more information.



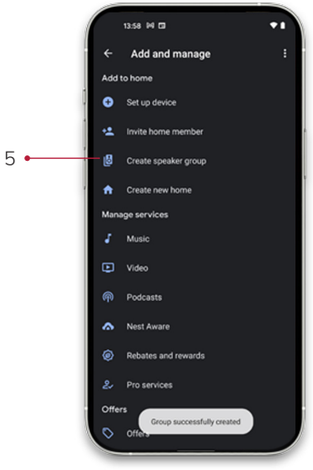
3. In order to stream to multiple Duetto pairs simultaneously, it is necessary to create a Speaker Group from within Google Home.
   a. The devices to be grouped must already be connected to Google Home. See the Duetto Setup using the Google Home app section.
4. To create a Speaker group, select the + icon in Google Home app.

GET IT ON Google Play

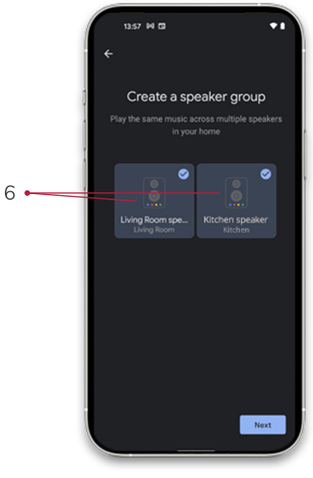
Google Home



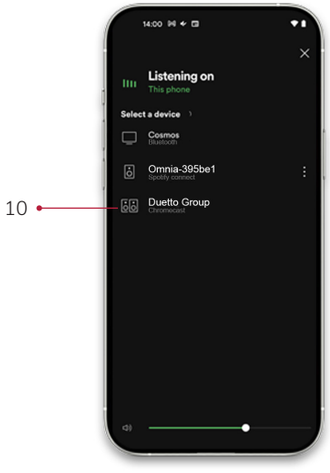
5. Select Create speaker group.



6. Select each Duetto pairing to add them to the speaker group.



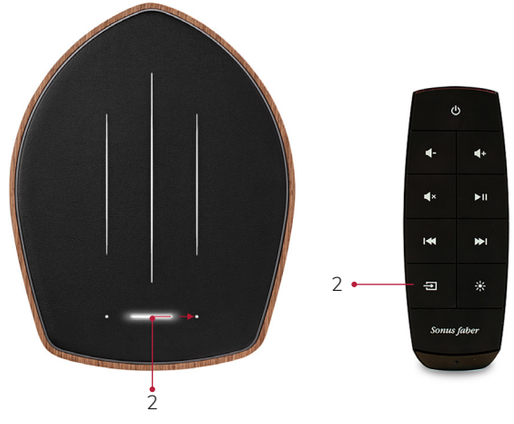
7. Select Next.
8. Assign a name to your speaker group, if desired. E.g. My Duetto Family
9. Select Save.
10. At this point your speaker group has been created. To play audio to the Speaker group, select it when casting from your desired platform.



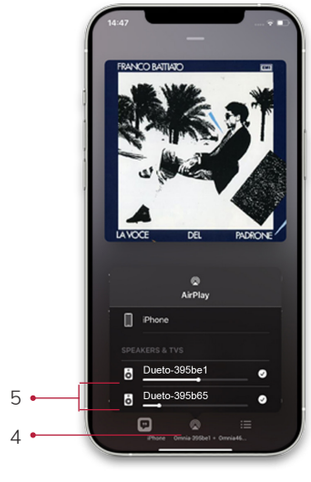
11. You'll then be able to control each speaker's volume separately from Google Home.

36 PLAYING TO MULTIPLE DUETTO DEVICES (IOS AND AIRPLAY 2)

1. Before attempting to stream music, make sure the Duetto is connected to the Wi-Fi network.
   a. If it is not, see the Wi-Fi connection to your network (IOS) section, or the other sections of this guide regarding Wi-Fi connection.
2. Make sure the Control Bar is white (not flashing).
   a. If it is flashing, this means that it is not connected to the Wi-Fi network. See the Network troubleshooting section.
   b. If it is displaying another colour, press the Inputs button on the remote repeatedly until the Control Bar displays the correct colour. You can also select the desired input by swiping left or right on the Control Bar. See the Can the input be changed without the remote? section for more information.



3. Select the music to be played from your desired source.
4. Select the AirPlay icon.
5. A list of available devices will be displayed. Select each Duetto device you wish to connect



6. Your devices will now be connected to Duetto via Airplay 2. The Duetto's volume levels can be controlled independently via AirPlay2, using the sliders.

TROUBLESHOOTING & FAQS

Contact details

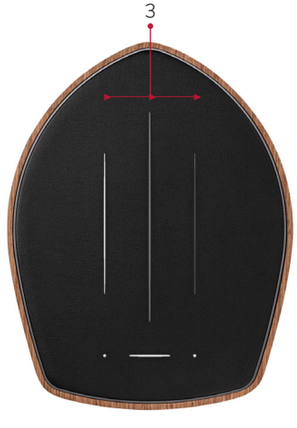
For help with Duetto installation and operation, please write to customerservice@sonusfaber.com
Download the Duetto Quick Start Guide

Download this File

37 RESTORING DUETTO TO ITS FACTORY SETTINGS (RESET BUTTON)

1. Press the Reset button on the rear of the Duetto Master unit.

2. Wait until the Strips complete their animation and the Control Bar turns on.
3. Disconnect the mains power supply.

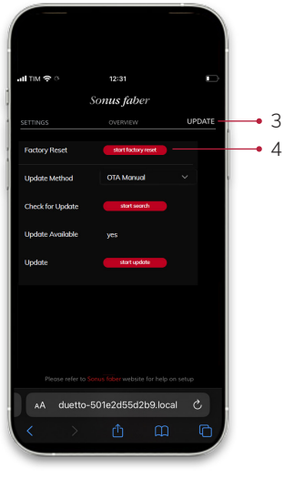


4. Wait 30 seconds and re-connect the power cable.
5. At this point the Duetto must be reconnected to the network via the desired app, and the Master and Satellite units must be paired again.
   a. For more information, see the Setup or No sound is emitted by the Satellite unit sections in this guide.

38 RESTORING DUETTO TO ITS FACTORY SETTINGS (VIA THE WEB-BASED SETUP PAGE)

1. Make sure the device is connected to the Wi-Fi network. See the Network troubleshooting section
2. See the Duetto setup via the Web-based setup page section or scan the QR code on the back of the Quick Start Guide to access the page.

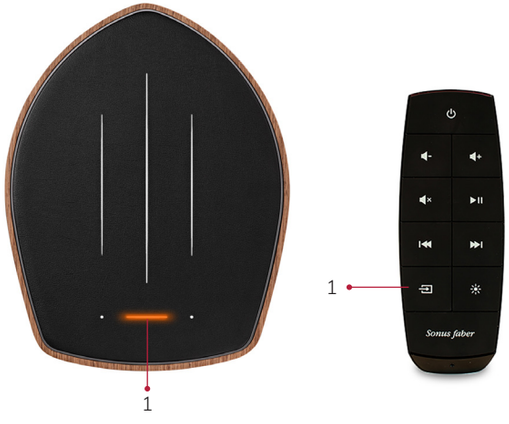
3. Click on the UPDATE section.
4. Press the Start Factory Reset Button



5. Select Yes to confirm
6. Wait until the Strips complete their animation and the Control Bar turns on.
7. Disconnect the mains power supply.
8. Wait 30 seconds and re-connect the power cable.
9. At this point the Duetto must be reconnected to the network via the desired app, and the Master and Satellite units must be paired again.
   a. For more information, see the Setup or No sound is emitted by the Satellite unit sections in this guide.

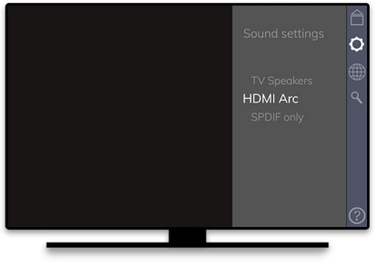
39 HDMI TROUBLESHOOTING

1. Make sure the Control Bar is orange.
   a. If it is displaying another colour, press the Inputs button on the remote repeatedly until the Control Bar displays the correct colour. You can also select the desired input by swiping left or right on the Control Bar. See the Can the input be changed without the remote? section for more information.



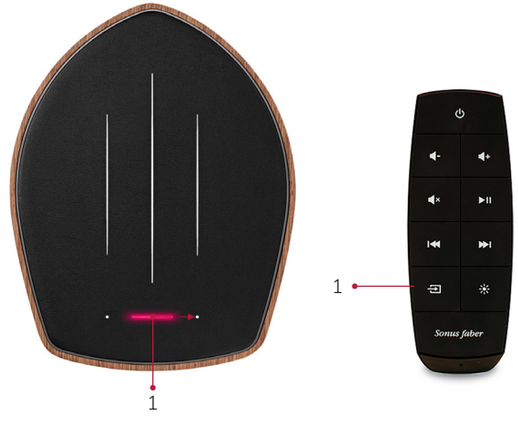
2. Check that the HDMI cable is securely connected at the back of the Duetto and the connected device.
3. The ARC or EARC HDMI port must be utilised.

4. Make sure that HDMI is selected in the sound settings on the device you are connecting.
5. Check that the sound input source is set to HDMI.
6. Try power cycling the TV by turning its mains power supply off and back on again.
7. If you experience an audio lag (audio is behind video), try switching the TV to GAME video processing mode.
8. If there is no sound, it may be necessary to activate the PCM signal output on the output source (TV, DVD, etc.).
9. Perform a factory reset on the Duetto to restore its factory settings, then try connecting again. For more information, see the Factory reset and Setup sections.



40 OPTICAL TROUBLESHOOTING

1. Make sure the Control Bar is magenta.
   a. If it is displaying another colour, press the Inputs button on the remote repeatedly until the Control Bar displays the correct colour. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.

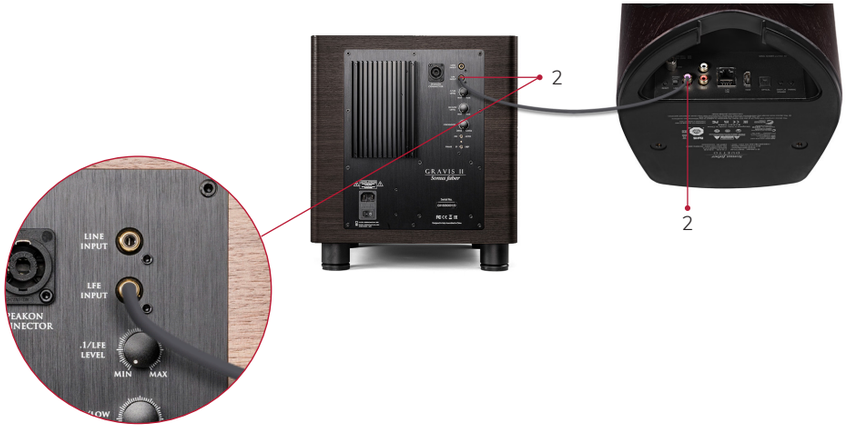


2. Make sure the Optical cable is not damaged.
3. Connect the optical cable to the audio source and check whether a red light is visible from the other end of the cable.

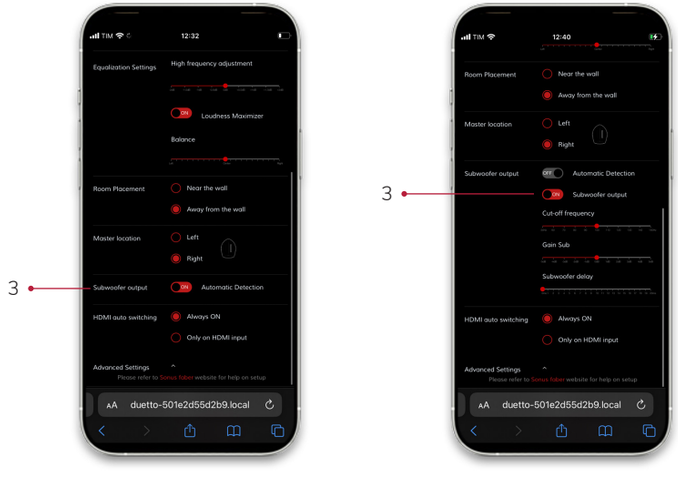
4. Check that the Optical cable is securely connected at the back of Duetto and the connected device.
5. Make sure that Optical Digital output is selected in the sound settings on the device you are connecting.
6. If there is no sound, it may be necessary to activate the **PCM signal output** on the output source (TV, DVD, etc.).
7. Perform a factory reset on the Duetto to restore its factory settings, then try connecting again. For more information, see the Factory reset and Setup section.

41 SUBWOOFER OUTPUT TROUBLESHOOTING

1. Make sure the RCA cable used is not damaged.
2. Make sure that the LFE cable is securely connected to the subwoofer's input and to the Duetto device's subwoofer output.



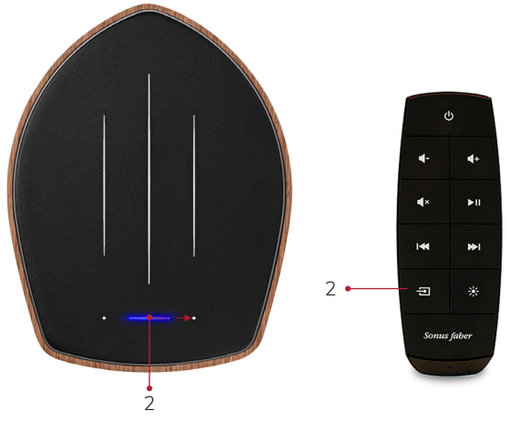
3. Check the webpage to make sure that either **Subwoofer Automatic Detection** or **Subwoofer output ON** is selected.
   a. To access the web page, follow the instructions in the How do I access the Duetto web page via the QR Code? section.
   b. Check all the features that can be set via the web page in the Duetto configuration via the web-based setup page section.



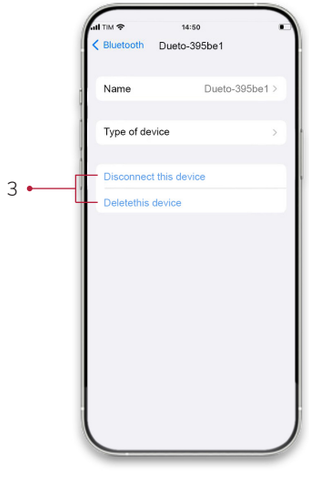
4. If the subwoofer is not the Sonus faber brand (GRAVIS), follow the instructions for the brand's subwoofer
5. Use the web page to tweak the Bass playback between the subwoofer and the Duetto device.
   a. Switch OFF **Subwoofer Automatic Detection**, and make sure **Subwoofer output** is ON.
   b. Check all the features that can be set via the web page in the Duetto configuration via the web-based setup page section.
6. Perform a factory reset on the Duetto to restore its factory settings, then try connecting again. For more information, see the Factory reset and Setup sections.

42 BLUETOOTH TROUBLESHOOTING

1. Make sure Bluetooth is enabled on your device.
2. Make sure the Control Bar is flashing Blue.
   a. If it is displaying another colour, press the Inputs button on the remote repeatedly until the Control Bar displays the correct colour. You can also select the desired input by swiping left or right on the Control Bar. See the Can the input be changed without the remote? section for more information.
   b. If it is Blue but not flashing, this means that another device has already been paired. Disable the Bluetooth option on the other device. You can also dissociate or delete the Duetto from the Bluetooth devices list.



3. Perform a factory reset on the Duetto to restore its factory settings, then try connecting again. For more information, see the Factory reset and Setup sections.

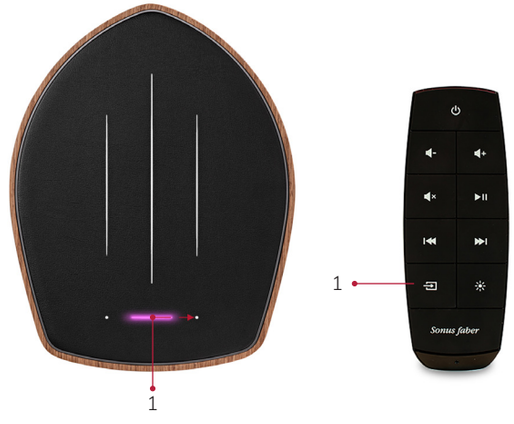


43 NETWORK TROUBLESHOOTING

1. Check that the Broadband and Internet LEDs are green, and that the Wi-Fi LED is on.
2. Position the router in a central location with respect to all the devices needing to connect, with as few obstructions as possible (certain materials and RF emitting devices can interfere with the Wi-Fi signal.)
3. Check the network connection on the smart device from which you are streaming.
4. Make sure you have set up the device using either the iOS Home or Google Home app.
5. Make sure your router is using either the 2.4Ghz or 5.2Ghz Wi-Fi Band
6. Perform a factory reset on the Duetto to restore its factory settings, then try connecting again. For more information, see the Factory reset and Setup sections.

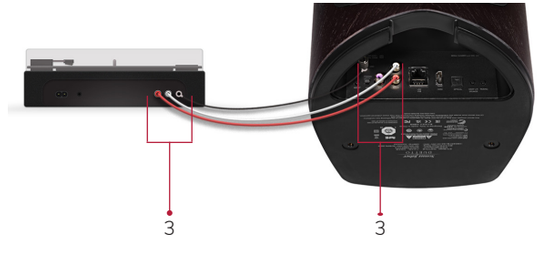
44 TURNTABLE TROUBLESHOOTING

1. Make sure the Control Bar is Pink.
   a. If it is displaying another colour, press the Inputs button on the remote repeatedly until the Control Bar displays the correct colour. You can also select the desired input by swiping left or right on the Control Bar. For more information, see the Can the input be changed without the remote? section.



2. Make sure the Analogue switch is set to Phono.

3. Make sure all the cables are securely connected to both the Duetto device and the turntable.



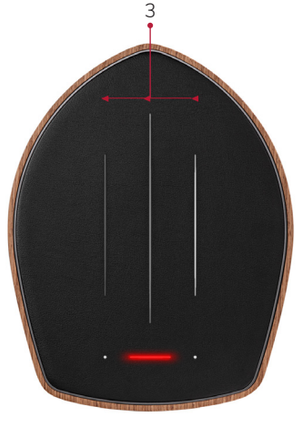
4. Make sure the turntable uses a phono cartridge that is compatible with the Duetto. This should be a moving magnet (MM) phono cartridge with an output of 2.4mV to 5.0mV.
5. If noise occurs, make sure the Duetto unit's Ground connector is connected to the turntable's Ground connector.
6. Perform a factory reset on the Duetto to restore its factory settings, then try connecting again. For more information, see the Factory reset and Setup sections.

45 ERRORS

1. Strips ON and Control Bar flashing red – Network Connection Error. To fix this, perform a Factory reset on the Duetto and set it up again.
   a. For more information see the Factory Reset and Setup sections in the guide.

2. Strips OFF and Control Bar flashing red – Mechanical Error. Turn the Duetto off and disconnect its mains power supply.
   a. This problem could be caused by components overheating. See the Correct Duetto placement section.
   b. Do not select the heatsink if this error occurs

3. Leftward Strip animation and Control Bar red — Update Error. Turn the Duetto's mains power supply off and on again. Try to update again.
   a. Perform a Factory reset, reconnect the unit to the Network, and wait for the update to be completed successfully. For more information, see the Factory reset and Setup sections
   b. If the problem persists, contact customer support.



4. Rightward strip animation and Control Bar red – Factory reset Error. Turn the Duetto's mains power supply off and on again. See the Factory reset section
   a. If the problem persists, contact customer support.

5. Strips OFF and Control Bar flashing white: this is not an error. The Duetto has been muted. Press mute on the Remote control.

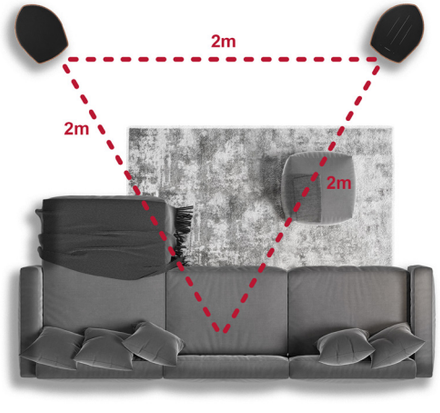
6. If the light strips are stuck in an endless loop, turn the mains power supply off and on again
   a. If the problem persists, contact customer support.

46 NO SOUND IS EMITTED BY THE SATELLITE UNIT

1. Make sure both units' mains power supplies are on

2. Press the pairing button on the Master input panel, then press the pairing button on the Satellite input panel within 30 seconds. The Master unit's central LED Strip will flash when the pairing is complete.

3. Check your Network connection (see the Network troubleshooting section)
4. Reduce the distance between the Master and Satellite units. The distance between the Master and Satellite units should be no more than 8m.
5. Eliminate any obstructions between the Master and Satellite units.



47 HOW DO I ACCESS THE DUETTO WEB PAGE VIA THE QR CODE?

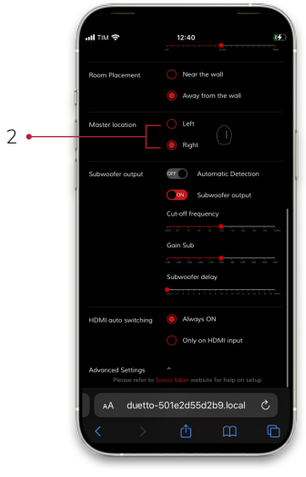
1. Make sure the Duetto is connected to the Wi-Fi network. The Control Bar will stop flashing.
2. Using your smart device's camera app, scan the QR code in the Duetto Quick Start Guide booklet.

3. Follow the link generated by your smart device. You will be forwarded to the web-based setup page.
   a. Bookmark the page for future use.

48 I NEED TO MOVE THE MASTER UNIT TO THE LEFT SIDE

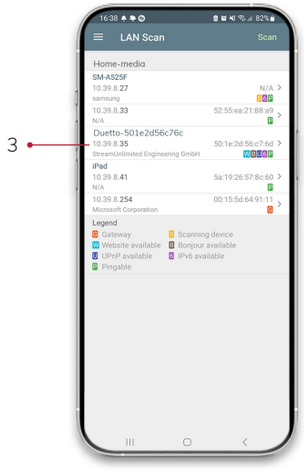
1. Option 1: press the Swap L/R button on the Master unit's base. The lateral Strips will indicate the Master unit's position.

2. Option 2: The Master unit's position can be easily selected from the Settings section on the web page. The lateral Strips will indicate the Master unit's position.
   a. For more information, see the Duetto configuration via the Web-based setup page section

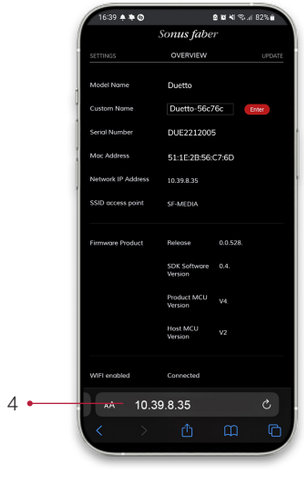


49 MY QR CODE IS NOT WORKING

1. Make sure the Duetto is connected to the Wi-Fi network. The Control Bar is not flashing.
2. Make sure your camera can scan QR codes. If not, download an appropriate app.
3. Once the Duetto is connected to the Wi-Fi network it will acquire a permanent IP address. Use an on-line Network Analyser tool or an app from the app store to scan the IP addresses of the devices connected to the network.

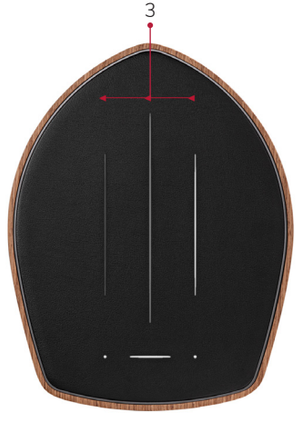


4. Look for the IP under Duetto-xxxxx or the custom name that you assigned to it.
5. Open an internet browser, enter the IP address in the URL bar, and press Enter. Bookmark the page for later.



50 SOFTWARE UPDATES

1. Duetto software updates are performed automatically, and should take place at around 2am (GMT), or when the mains power supply is switched on.
2. A left to right progress bar on the Feedback Strips indicates an automatic software update in progress.
3. Wait until the Strips complete their animation and the Control Bar turns on.



4. If Control Bar turns red, see the Error Messages section.

51 WHAT FILE FORMATS DOES THE DUETTO SUPPORT?

1. WAV, FLAC and AIFF up to 32bit/192kHz
2. ALAC (Apple Lossless) up to 32bit/192kHz
3. MP3 — up to 48kHz, 320kbit (16 bit)
4. AAC — up to 48kHz, 320kbit (16bit)
5. OGG and WMA — up to 48kHz (16bit)
6. Bluetooth — SBC, AAC and aptX, Aptx HD

52 CAN THE DUETTO BE USED AS A SOUND BAR?

1. Yes, the Duetto can be used as a sound bar. Connect your TV and the Duetto using the HDMI ports.
   a. For more information, see the Playing Audio using HDMI section.

53 CAN I PLAY MUSIC FROM A USB FLASH DRIVE?

1. While music cannot be played directly from a USB flash drive, the music files contained on a USB flash drive connected to a computer on the same network can be streamed.
2. Select the Duetto device as the speaker for playing the audio from your desktop computer.

54 IS INTERNET RADIO AVAILABLE ON DUETTO?

1. Internet Radio can be streamed from your selected website or Internet Radio app using one of the various streaming technologies. For example, using Chromecast built-in™ or AirPlay to stream to Duetto.

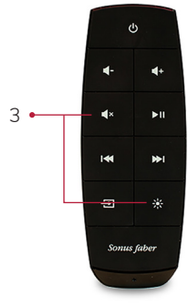
55 CLEANING YOUR DUETTO DEVICE

1. The Duetto does not require any maintenance operations, just periodic general cleaning. In order to preserve the loudspeakers' finish, they should be covered with the supplied fabric dust-protection sheet, especially if they are not expected to be used for an extended period of time.
2. It is recommended to use a soft brush to eliminate any dust that may have accumulated on the cabinet, the front panels, and the loudspeakers themselves, taking care to avoid damaging the loudspeakers' delicate membranes.
3. Do not use cleaning products to clean the woofer or tweeter.
4. Do not use products like waxes or detergents to clean the wood, as these could stain or damage the surface. It is recommended to use a soft, damp microfibre cloth.
5. For optimal maintenance, we recommend cleaning the cabinet with our Cleaning kit, available from our distributors.
6. Do not use any strong or aggressive chemical products, such as acetone, trichloroethylene, acids, abrasive agents, strong degreasers, alcohol, lemon juice, or wine.
7. Wood is a natural organic material that can be affected by the environmental conditions. We recommend positioning the Duetto away from any heat sources or windows, above all during the summer months.
8. Avoid prolonged exposure to direct sunlight and humidity.
9. Disconnect the power supply during cleanings, and leave them unplugged till the products are completely dry!

56 MY REMOTE IS NOT WORKING

1. Point the remote at the Master unit. Remove the fabric grille for better reception, if necessary. Make sure Master unit is placed no more than 4m from the point where you would like to control the Duetto by remote control.

2. Make sure the battery has been inserted correctly.
   a. For more information, see the How to change the battery in the remote control section.
3. It is possible that other local devices are interfering with the Duetto remote control's signal. Hold down the Mute + Brightness buttons to change the infrared code.



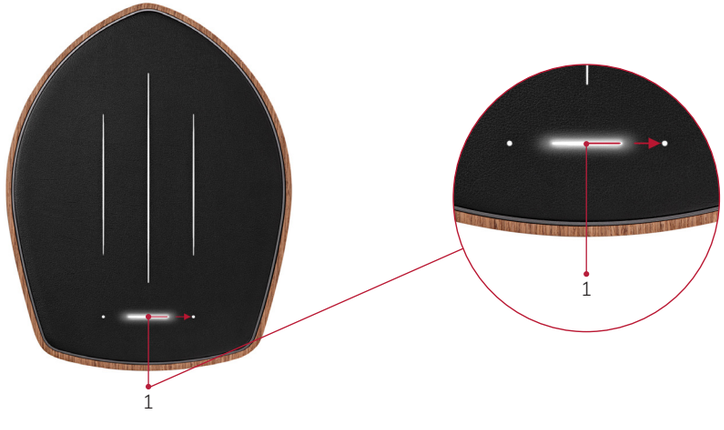
57 HOW TO CHANGE THE BATTERY IN THE REMOTE CONTROL

1. The battery compartment is located on the bottom of the Duetto remote.
2. Slide the battery compartment out from the bottom of the remote. A needle must be pushed into the hole in the compartment.
3. Replace the battery with a new one. Make sure that the battery is inserted correctly with the + side facing upwards, as shown. The remote requires a CR1632 battery.

4. Slide the battery compartment back into the bottom of the remote.

58 CAN THE INPUT BE CHANGED WITHOUT THE REMOTE?

1. Swipe left or right from the centre of the Control Bar to change the input source.

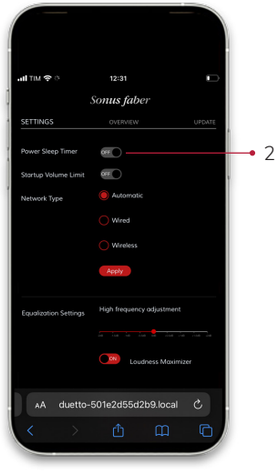


59 CAN I CONTROL THE DUETTO WITH MY VOICE?

1. Yes. If you have any Chromecast built-in devices connected to your network, you will be able to control the Duetto using voice commands.
2. For iOS users connected via AirPlay, Siri can be used to control the playback to Duetto from the device.

60 I CAN'T FIND DUETTO ON STREAMING APPS IN STANDBY MODE

1. After 60 minutes of non-use, the Duetto will drop the network connection and go into lower power mode (0.5W), so it will not be visible on the network. In this case, the Feedback Strips are OFF and the Control Bar is dim.
   a. Switch on the unit from the remote or by holding down the Control Bar.
2. In order to make the Duetto visible in standby mode, the Power Sleep Timer must be set to OFF.
   a. For more information, see the Duetto configuration via the web-based setup page section.



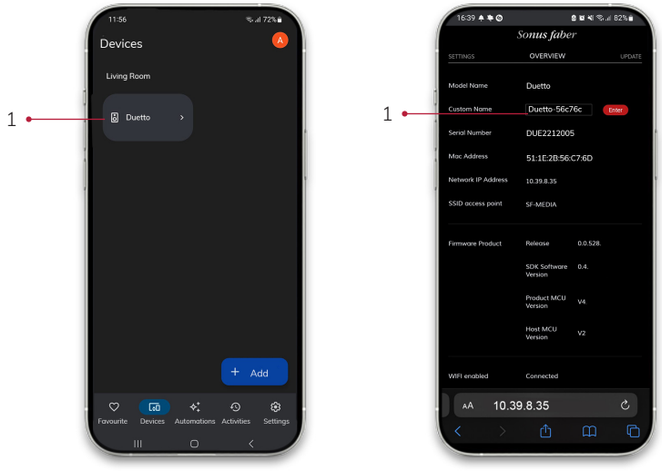
3. Perform a factory reset on the Duetto to restore its factory settings, then try connecting again. For more information, see the Factory reset and Setup sections.

61 WHICH WI-FI BANDS DOES THE DUETTO SUPPORT?

1. The Duetto supports both 2.4Ghz and 5.2Ghz Wi-Fi Bands.

62 I CAN'T FIND DUETTO ON THE LIST OF DEVICES

1. Users can assign a different name to the Duetto during setup. Search the list of devices for the assigned name.



2. If the unit is in Standby mode, see I can't find Duetto on streaming apps in standby mode section.
3. Perform a factory reset on the Duetto to restore its factory settings, then try connecting again. For more information, see the Factory reset and Setup sections
4. Contact the Streaming platform's support service.
5. If the problem persists, write to customer support at customerservice@sonusfaber.com.

63 I CAN'T FIND DUETTO ON GOOGLE HOME

1. Perform a factory reset on the Duetto to restore its factory settings, then try connecting again. For more information, see the Factory reset and Setup sections.
2. Make sure the Duetto device is not associated with other Google Home Rooms or Accounts. If so, remove the Duetto device from the other account or room.
3. Contact the Streaming platform's support service.
4. If the problem persists, write to customer support at customerservice@sonusfaber.com.

64 THE DUETTO IS NOT SHOWING ANY LIGHT FEEDBACK

1. If the Duetto is correctly powered on and the Control Bar is not showing any light feedback, press the brightness button on the remote repeatedly to adjust the brightness. See the Getting to know the Duetto remote section.
2. Perform a factory reset on the Duetto to restore its factory settings, then try connecting again. For more information, see the Factory reset section.

65 DEVICE SPECIFICATIONS

System	Stereo 2 way Curved Vented box system
Speakers	Tweeter: 1.1" Silk dome, Ferrite Magnet system with copper cap Midwoofer: 5.25" Long excursion, Neodymium Magnet system with Copper cap and Aluminium ring
On board amplifiers	Tweeter: 100W Class AB Midwoofer: 250W Class D
Mains Power Supply	100-120V, 220-240V, 50/60Hz
Power Consumption	Typical use 18W
Standby mode	4W
Deep sleep	0.5W
Maximum Sound Level	105dB SPL @1m
Frequency Response	37Hz - 30kHz (@-3dB)
Connectivity	HDMI ARC/EARC RCA Phono/line-in switchable Optical Subwoofer output
Streaming	Apple AirPlay 2 Chromecast built-in Spotify® Connect TIDAL connect Roon Ready Bluetooth Aptx HD
Network	Ethernet (10/100 Mbps) Wi-Fi dual band 2x2 802.11 b/g/n/ac (2.4GHz and 5.2GHz)
Finishes	Walnut Graphite
Weight	Master 6.8kg Satellite 6.45kg
Dimensions (HxWxD):	340mm x 210mm x 280mm
Package contents	2 Speakers with removable fabric grilles 1 Remote Control 2 Booklets 2 Protective covers Power Cable

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